

Meets Requirement: Yes _____ No _____

Description (if any): _____

6.8 Card Issuance and PIN Selection

A magnetic stripe EBT card will be issued to each recipient, AR, Protective Payee, and/or designated adult household member. In the event that there is more than one cardholder for an account, each card shall have a separate PAN and PIN. The State will use a combination of over-the-counter and mail based card issuance methods.

The State anticipates issuance of cards to applicants prior to final eligibility determination. Card issuance to applicants will normally occur when the applicant is present in the county office for the eligibility interview. This procedure will ensure compliance with federal timeliness requirements and eliminate the need for the applicant to return to the county office upon notice of approval.

PIN selection shall be done in person in county locations, except for homebound recipients without an AR, who will use the ARU for PIN selection. The State may elect to use the ARU PIN selection process for additional client populations at some point in the future.

Meets Requirement: Yes _____ No _____

Reference Document: _____ Page(s) _____

Description: _____

6.8.1 Conversion

For all counties, during conversion, the Contractor shall issue cards over-the-counter at county-designated locations (except for homebound recipients who shall receive a card in the mail and select a PIN through the CSC/ARU). During conversion, the Contractor shall mail a training package to each designated cardholder containing a prescheduled appointment to report to a card issuance location to receive his or her EBT card and select a PIN. Enclosed instructions shall inform recipients of the right to reschedule the appointment time and date in the event of emergency or other unavoidable scheduling conflict. (For additional information on training, refer to Section 6.9). At the time of card issuance, the recipient shall swipe the card through a PIN selection device to select a PIN and activate the card.

The county shall determine if card issuance activities will occur in the county offices or at an off-site location. If the county chooses not to use welfare department locations for card issuance, the county will secure appropriate site(s) for conversion activities. ~~The Proposal shall specify the site requirements, including telecommunications requirements, for card issuance activities.~~ *The Proposal shall specify the site requirements and telecommunications requirements for card issuance activities at three levels of card issuance activity: 1) A low volume card issuance site suitable for small counties with caseloads less than 2,000 cases, such as Calaveras with 1,407 cases; 2) A medium volume card issuance site suitable for medium counties with caseloads*

between 2,000 and 10,000 cases, such as San Mateo with 6,237 cases; and 3) A high volume card issuance site suitable for large counties with caseloads greater than 10,000 cases, such as Contra Costa with 21,092 cases.

Card issuance site and telecommunications requirements provided by Bidders shall include, but not be limited to: 1) Square footage requirements; 2) Office layout requirements; 3) Furniture requirements; 4) Electrical outlet and electrical capacity requirements; 5) Equipment connectivity and telecommunications requirements; 6) Client access requirements; 7) As-needed, face-to-face recipient training requirements; 8) Storage requirements; and 9) Security requirements.

For each set of card issuance site and telecommunications requirements required above (low, medium and high volume sites), Bidder shall provide the estimated number of recipients processed per hour and the estimated number of Contractor conversion staff, Contractor training staff and county conversion support staff required.

Working with the county, the Contractor shall develop a schedule for card issuance and PIN selection, designed to control the flow of individuals and track attendance. The contractor shall